



**Date:** July 1, 2015

**To:** Thomas J. Bonfield, City Manager  
**Through:** Wanda S. Page, Deputy City Manager  
**From:** Kerry Goode, CIO/Director of Technology Solutions  
**Subject:** Contract with Frontier Communications to Provide Analog Lines

### **Executive Summary**

The Technology Solutions Department issued a Request for Quotation (RFQ) for the installation of analog lines at City facilities as part of the new Voice over Internet Protocol (VoIP) phone system. Frontier Communications provided the lowest cost responsive quote. The analog lines are necessary for emergency communication in the event that the telephone system is not operational. For example, employees will be able to dial 911 if the phone system is down.

The cost of 50 analog lines is \$1,499.50 per month. The cost per line is \$29.99 per month, not including regulatory taxes. Frontier Communications waived the installation cost for each line.

### **Recommendation**

The Administration recommends that the City Council authorize the City Manager to execute a service contract with Frontier Communications in the amount of \$53,982.00 for the term of three years for providing analog communication lines.

### **Background**

As part of the implementation of the new VoIP telephone system, gateways with analog lines are to be installed at City facilities as a mitigation strategy for emergency communication in the event of a VoIP phone system outage.

The City issued RFQs to various service providers. After analysis of the RFQs, Frontier Communications was selected based on their ability to provide service to all City facilities. The other responder to the RFQ could not provide analog line service to all the designated City facilities. The summary of the vendor proposals are as follows:

<b>Vendor Name</b>	<b>Three Year Cost</b>
Frontier Communications	\$53,982.00
Time Warner Cable	\$37,448.48

**Issues/Analysis**

The legacy phone system did not have gateways for emergency communication in the event of a telephone system failure. The new phone system gateways will allow employees to make emergency phone calls if the telephone system is not functioning. Gateways are best practice solutions for mitigating phone system failures.

**Alternatives**

If the City does not install gateways, employees will be required to use other methods to make emergency phone calls in the event of a phone system failure, as was the case with the legacy telephone system. This is not recommended.

**Financial Impact**

The cost of the proposed Frontier Communications service contract over the next three years is \$53,982.00 excluding regulatory fees. The Technology Solutions Department has funds available to cover the cost of this agreement.

**SDBE Summary**

The Department of Equal Opportunity/Equity Assurance reviewed the bid submitted by Frontier Communications of Durham, NC and have determined that they are in compliance with the Ordinance to Promote Equal Opportunities in City Contracting

**SDBE Requirements**

There were no SDBE firms to provide this service

**Workforce Statistics**

The workforce statistics for Frontier Communications are as follows:

Total Workforce	197	100%
Total Females	78	40%
Total Males	119	60%
Black Males	21	11%
White Males	92	47%
Other Males	6	3%
Black Females	23	12%
White Females	52	26%
Other Females	3	1%

Attachments: Frontier Service Contract